

## HERGEST LEE TERMS & CONDITIONS.

Cancellation: If you need to cancel please contact us immediately and we will do our best to accommodate you.

If you need to cancel your booking we offer;

75% refund up to eight weeks prior to check in.

50% refund up to four weeks prior to check in.

25% refund up to two weeks before.

If check in is less than two weeks we will not be able to issue a refund. (Apart from in exceptional circumstances).

Non-availability: We would only cancel your booking if your accommodation was unavailable for reasons beyond our control. If this were to happen, we would offer you an alternative date. We will not sell, distribute or lease your personal information to third parties.

Damage to the Property: All breakages / damage must be paid for by the guests.

Change of Dates: If you need to change your dates we can accommodate this up to eight weeks before check in. The first date change is free of charge, any subsequent date changes will incur an admin charge of £25. If the dates are changed to a higher tariff the guest is payable.

### **Hergest Lee Covid Cancellation Policy**

If we go into lockdown we will offer a change of dates or if that's not possible a full refund. If the dates chosen differ in price the customer must pay the difference. If the customer goes into lockdown yet we remain open we will offer a change of dates.

We ask that in the event of any government guidelines being issued regarding firebreaks or lockdowns that the customer get in touch with us as soon as possible regarding a change of dates or refund. This is important to us as on some occasions due to the tiering system we may be able accept other guests. If the restrictions in your area change we would expect you

to contact us, if we are not contacted within a reasonable timeframe we reserve the right to withhold the funds already received. The urgency for rescheduling obviously increases as we approach the booked dates. We will always do our best to accommodate you and to find a resolution.